

ARMY MEDICAL DEPARTMENT

CENTER OF EXCELLENCE FOR CUSTOMER RELATIONS

TRAIN-THE-TRAINER COURSE FOR JULY 28 - 31, 2003

Course Information

Content

The four-day course does not simply address how to “be nice, make nice.” It is about “Constructing a Corporate Cultural Change” (the theme of the course) by incorporating many different programs into your own program.

A four-hour customer relations class will be presented. Additionally, in-services and extended programs will be discussed. All the materials needed to go back and incorporate the programs will be provided.

Course Registration

Contact Sherla Brockway, Madigan Public Affairs, on Outlook or by telephone at DSN 782-3279 or Comm (253) 968-3279. She will send you a registration form, which can be completed and sent back either electronically or by fax, DSN 782-3270, Comm (253) 968-3270. The form is also available on the website:

www.mamc.amedd.army.mil/cccc/cccchome.htm. **Last date to register is July 11, 2003.**

If, for some reason, your plans change after you have registered, PLEASE advise Madigan Public Affairs so needless money is not spent on materials and space in the hotel conference room.

Hotel Reservations

Hotel reservations may be completed by calling the Doubletree Hotel, located in Sea-Tac, WA at (206) 246-8600. The room rate is within the per diem rate shown for Seattle/King County. The hotel has set aside a block of rooms under the group name “Madigan Army Medical Center”. Check-in is Sunday, July 27 and check-out is NLT Friday, August 1. The hotel will take reservations **until 5 p.m., July 11, 2003**. The Doubletree Hotel is about one mile from SeaTac Airport and has shuttle service (every 15 minutes, 24 hours a day) to and from the airport.

Attire

Civilian business casual.

Course agenda

The first three days of the course will be held at the Doubletree from 8 a.m. to 5 p.m. The fourth day participants will be transported to Madigan and returned to the Doubletree at the end of the day, approximately 5 p.m. On Monday evening there will be a social event (cocktail hour) from 5 to 6:30 p.m., designed so that everyone has a chance to get to know each other. There will be food trays and a no-host bar (you pay).

The course will culminate on Thursday with a graduation ceremony at Madigan Army Medical Center in Tacoma, approximately 40 miles to the south of the hotel. A bus is provided for transport to and from Madigan.

Other Information

The hotel itself has three restaurants for your enjoyment and there are several fast food restaurants (Taco Time, Denny's, Jack in the Box and Pizza Hut) right outside the front door. The hotel provides free shuttle service to two local shopping malls (Southcenter and SeaTac Malls). It also has a 24-hour courtesy van from the airport. Participants will not require rental cars.

If someone needs to get in touch with you during the conference, have them call (206) 246-8600 and the message will get to you. The fax number is (206) 431-8687. Please have the caller or faxer (?) identify the group (Madigan Army Medical Center Customer Relations Training).